

Gateway Haven News

Residents First, Every Day, Every Way!

March 2024

Recipients Of Bruce County Library Valentines For Seniors!

Bruce County Library branches ran a Valentines for Seniors program, where individuals from the community could make and donate valentines cards to be delivered to Seniors. The thoughtful folks at the Sauble and Wiarton branches donated the valentines collected to our residents here at Gateway Haven. We appreciate all the hard work that went into these cards, and are thankful to get to witness the brightness and joy these cards brought to our residents.



What To Look Forward To In March:

- **March 11 at 1:30 PM** - Music with Dave Hiscox
- **March 14 at 10:00 AM** - Music with Dave the Piano Man
- **March 14 at 1:30 PM** - Pi(e) Day Social
- **March 17 at 1:30 PM** - St. Patrick's Day Celebration with Music with the Feeling Good Band
- **March 21 at 10:00 AM** - Music with Leavin' Tracks
- **March 26 at 1:30 PM** - Music with Kathy Kempart

Join Your Loved Ones For Meals

If you'd like to join your loved one for a meal, you are more than welcome to do so! A little notice is best, however, we understand that sometimes the opportunity presents itself at the last minute. Enjoying a meal with your loved one is available for \$8 per meal, and can be paid from your loved one's trust account, or with cash. During business hours, please order your meal through Visitor Services or the Business Office. After hours, please let the nurse know you'd like to join, and drop your payment in the After Hours Lock Box by Visitor Services. We love seeing families and friends eating together, and can usually set you and your loved one up in a private space to enjoy your meal.



Resident & Family Surveys

Resident and Family surveys were completed in the fall of 2023 and the results have been shared with Resident and Family Councils. Results found that 86% of residents and families were satisfied with the quality of the care and 89% would recommend the home to others.

We would like to thank everyone who took the time to share their feedback with us.

The team is currently reviewing the results and will be creating action plans to focus improvement on some areas such as recreation program choices and availability, communication with residents and families, and menus.

We are committed to continuous improvement, and we are implementing changes to the way we conduct the surveys going forward. We will integrate the survey process into residents' annual meetings, providing a more convenient and streamlined approach.

Additionally, we are adopting a validated assessment tool that will enable us to benchmark our performance not only internally but also against other similar facilities. This strategic shift will empower us to gain deeper insights into our residents' experiences.

Again, we would like to thank you for your continued engagement and feedback.

Business Office Lock Box Installed

Please note we installed a secure drop box at our Visitor Reception desk. The purpose of this box is to provide a secure location for POAs and loved ones to drop off cheques, cash, and any other forms or notes for reception or Jorya after the business office is closed. Please ensure you are placing any documents, cash or cheques, in an envelope with your resident's name, and your contact information. This box will be checked daily.



Kindness Project Donation!

Gateway residents were so thankful to receive a visit and a donation from Keira! Keira's class was participating in a Kindness Project at school, where she was given \$1 to make someone's day. Keira decided to extend her \$1, and made a bunch of bracelets to sell. She made a \$70 donation to the residents from the profits of her bracelets. The residents enjoyed special Warton Willie cookies from a local bakery with the help of Keira's donation. A special shout out to Keira for bringing smiles to all of our faces at Gateway, thank you so very much for your visit and donation. A reminder to us all that kindness matters!



A Visit From Warton Willie!

Our friend and national celebrity, Warton Willie, came to visit the residents at Gateway Haven a few days before his annual prediction. Our residents were happy when Willie agreed with them, that an early spring was in order. The joy this annual visit from Willie brings, sparks a world of memories for our residents; memories of the beginning of the tradition, of Warton Willie weekend celebrations, and memories of early springs.



March is Nutrition Month!

March is considered Nutrition Month. Gateway Haven is also showcasing that Nutrition Week is March 11 to March 17 and Dietitian's Day is March 20!

The dietary department at Gateway Haven consists of several roles, Cook, Food Service Workers, and Dietary Students. With 18 dietary members serving Gateway Haven, we take pride in the well-being of our residents daily. Responsibilities encompass meal preparation and planning, food safety, maintaining proper sanitation standards, and creating nutritious meals and snacks.

By providing nutritious high-quality meals and supporting overall wellness, the dietary department contributes to the overall care and comfort of our residents throughout the home. Each member of our team provides our residents with the best service and dining experience possible. With warm smiles and friendly personalities, you can't miss them.

During our nutrition week this month, we will be having fun events and treats to recognize the hard work these individuals do and that it doesn't go unnoticed.



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